

# Understanding the Combined Utility Bill

**Department of Utilities**

August 3, 2020

## Purpose

Explain the variability of the Hampton Roads Utility Billing System (HRUBS) public service bill.

# Overview

- HRUBS is the billing system for Hampton Roads Sanitation District (HRSD), the regional wastewater treatment authority.
- A private contractor reads our 68,000+ water meters monthly and Norfolk sends those readings to HRSD.
- To save costs, HRSD includes Norfolk's public service charges on the HRUBS bill for our residents and businesses.

# Charges Included on the HRUBS Bill

- City of Norfolk

- Department of Utilities (Charges based on Water Usage)

- Water \$5.48/CCF (1CCF = 748 gal.)
    - Tax 25% of first \$75 of water
    - Wastewater Collection charge\$4.65/CCF

- Department of Public Works (Charges based on Daily Rate)

- Refuse Disposal \$0.88/Day + \$0.164/Day/Extra Can
    - Storm Water \$0.413/Day

- Hampton Roads Sanitation District (HRSD)

- Wastewater Treatment \$5.86/CCF (Charges based on Water Usage)

# Factors Affecting the HRUBS Bill Amount

- Water meter readings
  - Readings are recorded in whole CCFs (6.1 to 6.9 = 6CCFs)
  - Same usage could result in 2 CCF (\$31.24) variance from one month to the next
- Days in the billing cycle
  - Range: 27-36 days
  - Refuse and Storm Water fees are \$1.29/day (9 days ~ \$11.61)
- Similar water usage could result in a \$42.85 monthly variance

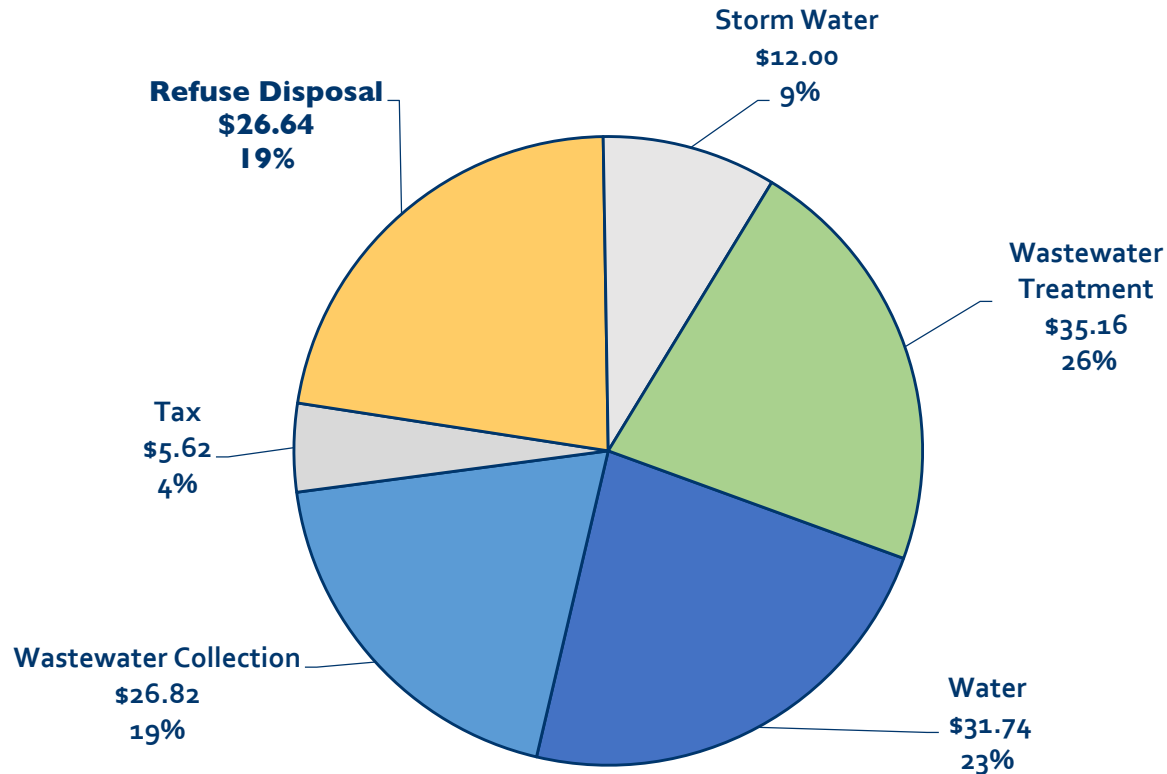
# Meter Reading

Meters register cumulatively. Any possible misreads would be remedied on the next read.

(Example: 9.2 CCF/Month Average)

	Jan	Feb	Mar	Apr	May	June
Meter Reading	100	108	117	118	136	145
CCF Usage	10	8	9	1	18	9

# Typical Norfolk Residential HRUBS Bill



Typical bill of \$137.98 is based upon the 30 day billing period with 6 ccf of water consumption.

## Customer Service

Utilities Customer Service is available to anyone who has concerns about the accuracy of their HRUBS Public Service Bill.

Reach us at 757-664-6700  
or [utwainq@norfolk.gov](mailto:utwainq@norfolk.gov)